

REMARKS

Claims 1, 5, 9-13, and 17 are amended. Claims 7-8 and 15-16 are canceled without prejudice or disclaimer. No new matter is added by these amendments. Claims 1-6, 9-14, and 17-20 are pending. Applicant respectfully requests reconsideration and allowance of all claims in view of the amendments above and the remarks that follow.

Claim Objections under 35 U.S.C. 112

Claims 8 and 16 are objected to under 35 U.S.C. 112 for being "omnibus type claims." Claims 8 and 16 are canceled without prejudice or disclaimer, so the rejection is moot.

Claim Rejections under 35 U.S.C. 101

Claims 9-12 are rejected under 35 U.S.C. 101 for being "directed to non-statutory subject matter." Claims 9-12 are amended to a recite a storage medium, which is statutory.

Rejections under 35 U.S.C. 102

Claims 1-20 are rejected under 35 U.S.C. 102(b) as unpatentable over Teper (U.S. Patent 5,815,665). Applicant respectfully submits that the claims are patentable over the reference because the reference does not teach or suggest all elements of the claims for the reasons argued below.

Claim 1 recites: "determining a problem from a context, wherein the problem comprises a status of a job in a computer system; finding an on-demand task associated with the problem, wherein the on-demand task addresses the problem."

In contrast, Teper at column 4, lines 2-8 describes "(1) user-specified preferences ... (2) the geographic region ... in which the user resides, or (3) the configuration of the user's computer," none of which teach or suggest a problem that is a status of a job in a computer system, as recited in claim 1.

Independent claims 5, 9, 13, and 17 include similar elements as argued above for claim 1 and are patentable over the references for similar reasons. Claims 2-4, 6, 10-12, 14, and 18-20 are dependent on claims 5, 9, 13, and 17, respectively, and are patentable for the reasons argued above, plus the elements in the claims.

Conclusion

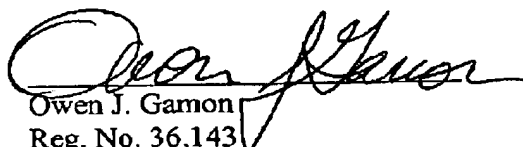
Applicant respectfully submits that the claims are in condition for allowance and notification to that effect is requested. The Examiner is invited to telephone Applicant's attorney (651-645-7135) to facilitate prosecution of this application.

If necessary, please charge any additional fees or credit overpayment to Deposit Account No. 09-0465.

Respectfully submitted,

Gregory R. Hintermeister, et al.

By their Representative,

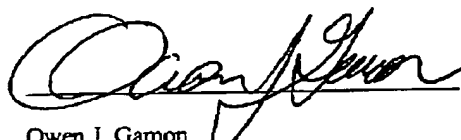

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